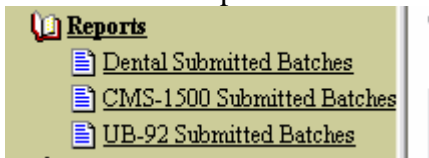


## How to file a Replacement Claim on NCECS Webtool

1. Log into NCECS Webtool.

2. Click on “Reports” menu.




3. Click on “CMS-1500 Submitted Batches.” Select the appropriate batch.

4. Click on the “Copy” button at the top of the screen. This will automatically pull

all the claims in the selected Batch to the “Claims Entry” screen.



5. Once the “Claims Entry” screen is accessed, click on the circle button next to the individual claim you would like to replace. 

6. Click “Edit.”



7. You will see all the previous submitted claim information on the screen. Scroll about mid-way down underneath the “Miscellaneous Claim Information” section.

### Miscellaneous Claim Information

8. There is a box titled “Original ICN.” In this box, type in the claim number from the original paid claim. This can be found on your Remittance and Status report from Medicaid. Type in the 15 digit number without the NCXIX at the end.

Original ICN:

9. In the box directly to the right of “Original ICN,” you will see a drop down menu titled “Claim Submission Reason Code.” Select option 7 for “replacement.”

Claim Submission  
Reason Code:

A screenshot of a drop down menu for 'Claim Submission Reason Code'. The menu is currently set to '7-Replacement'. The options listed are '1-Original', '7-Replacement', and '8-Void'. The '7-Replacement' option is highlighted with a grey background.

10. If there are any changes that need to be made to the body of the claim, those may be edited as well. If there are no changes to be made, scroll to the top of the page and click “Save.” This will bring you back again to the “Claims Entry” screen,

and you can repeat the steps for other claims in the copied batch.



Questions regarding these types of adjustment can be addressed by EDS Provider Services at 1-800-688-6696, select option 3 from the menu.